

JOB OPPORTUNITY

Franchise Tax Board is an equal employment opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

☒ Permanent Full-time ☐ Permanent Intermittent ☐ Limited-term (Temporary) Length ____ ☐ Formal Training and Development Assignment

Position Title: Principal Compliance Representative (Lead) PIT Classification: Principal Compliance Representative
CART

Location: Central Office Section/Unit: Complex Account Resolution Team

Salary Range: \$4833 - \$5874 Number of Vacancies: 1

Job Description: (includes typical duties)

Under the general direction of an Administrator I, the Principal Compliance Representative is responsible for providing technical guidance on the most complex and sensitive issues within the PIT CART program area. The position entails reviewing, analyzing, developing and facilitating the most appropriate actions to resolve high-dollar cases, while ensuring due process and protecting the taxpayers' rights. The incumbent will assist in the training and development of staff, as well as participate on special projects/teams, as needed.

Required Knowledge, Skills, Abilities:

- Knowledge of the Franchise Tax Board's policies and programs
- Strong technical, analytical and interpersonal skills
- Ability to exercise good judgment and tact
- Excellent verbal and written communication skills
- Strong organizational skills and the ability to handle multiple tasks
- Ability to work independently and on teams and adjust to changing priorities
- Excellent customer service skills; ability to resolve customer issues with tact and diplomacy

Desirable Experience/Qualifications:

- Experience as a Lead
- Proactive collection experience/knowledge
- Ability to use on-line research resources
- Knowledge of ARMR
- Strong work ethic
- Sense of humor and positive outlook

Mail or hand deliver your application by: **April 13, 2009**

Contact Person: Sukhdeep Singh

Telephone Number: (916) 845-3847

Address/Room Number: Exam Unit, PO Box 550, Sacramento CA 95812-0550 Attn: Sukhdeep Singh

Special Instruction: **FTB Employees Hand Deliver or Route To** Sukhdeep Singh at M/S D210. **Please include a resume and a completed employment application form STD 678. Also, include a one-page written statement on what you perceive your role to be as a PCR Lead in CART.**

To be considered for this Job Opportunity, applicants must have permanent civil service status, be reachable on an employment list, or have reinstatement eligibility. **Applications will be screened and only the most qualified applicants will be interviewed.**

California State Tax Compliance: As required by the department's rules of conduct, all employees of the Franchise Tax Board (FTB) must be in compliance with the California Revenue and Taxation Code. During the background investigation portion of the hiring process, FTB will review return information to verify California state income tax compliance. Any failure to comply with the California Revenue and Taxation Code may prevent you from being hired at FTB. If you think you may have any potential tax compliance issues, please call 1-800-852-5711 to resolve them prior to seeking employment with FTB.

All applicants not currently employed with the Franchise Tax Board will be subject to a pre-employment background investigation. The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.
The California Relay Service telephone numbers are: (from TDD Phone) (800) 735-2929; (from Voice Phone) (800) 735-2922.